

2002

**Consumer Satisfaction**

*for*

**Missouri Southeast Region**

**Regional Report**

Community-based Services

Division of Alcohol and Drug Abuse

Missouri Department of Mental Health



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*Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.*



December 2002

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

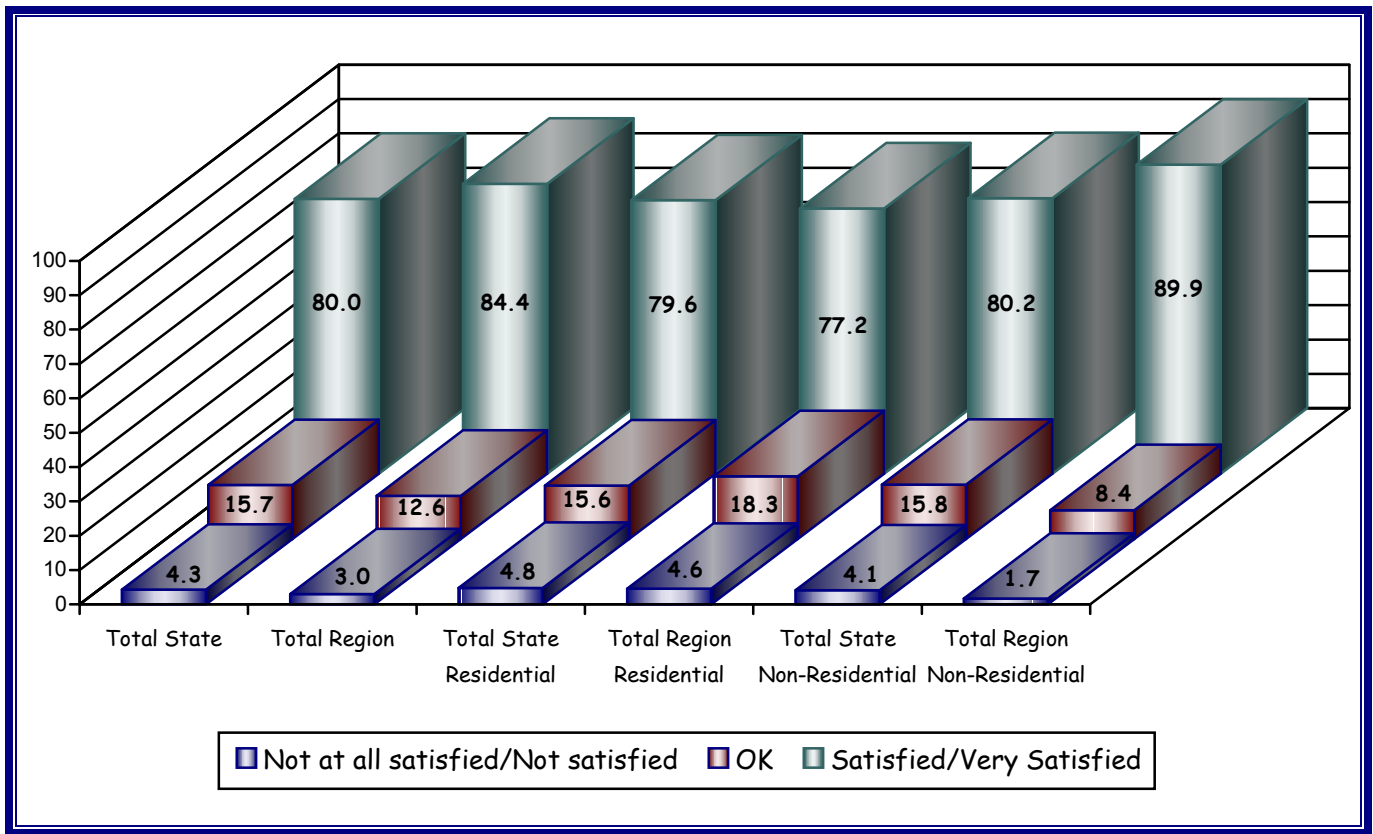
### Alcohol and Drug Abuse Services

### Southeast Region - Residential & Non-Residential

## Demographics: Total Region

		Total Served		Survey Returns		
		State	Region*	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
<b>SEX</b>	Male	63.6%	68.9%	67.7%	70.1%	66.0%
	Female	36.4%	31.1%	32.3%	29.9%	34.0%
<b>RACE</b>	White	69.2%	86.9%	84.3%	78.5%	88.4%
	Black	28.9%	11.5%	11.8%	15.9%	8.8%
	Hispanic	0.5%	0.5%	1.4%	1.4%	1.4%
	Native American	0.4%	0.2%	1.8%	2.3%	1.4%
	Pacific Islander	0.2%	0.1%	0%	0%	0%
	Alaskan	0%	0.0%	0%	0%	0%
	Oriental	0.2%	0.3%	0%	0%	0%
	Bi-Racial	0.3%	0.2%	0.8%	1.9%	0%
	Other	0.5%	0.3%	0%	0%	0%
	<b>MEAN AGE</b>			28.16	28.92	27.60
	0-17	10.9%	12.6%	26.2%	22.4%	28.9%
	18-49	82.6%	85.8%	71.1%	75.7%	67.7%
	50+	6.6%	1.6%	2.8%	1.9%	3.4%
Region Includes: Family Counseling Center, Gibson Recovery Center, Pathways - Rolla, South Central Missouri Rehabilitation Center, SEMO *The numbers reported in the Total Served Column for this region may be duplicative with other regional reports. This is because the statistics for several agencies such as Pathways may be included in several regional reports.						

# Overall Satisfaction with Services: Total Region



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 80.0% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was higher than the state average (84.4% for this region versus 80.0% for the state).
- The total State Residential Program had a rating of 79.6% as "satisfied" or "very satisfied". This region's Residential Program was rated lower, with a rating of 77.2%.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated higher, with a rating of 89.9% "satisfied" or "very satisfied" with services.

## Satisfaction with Services: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.26 (3671)	4.34 (502)	4.22 (1122)	4.15 (214)	4.27 (2549)	4.49 (288)
with how much your staff know about how to get things done?	4.16 (3666)	4.28 (506)	4.13 (1124)	4.03 (218)	4.18 (2542)	4.47 (288)
with how staff keep things about you and your life confidential?	4.33 (3647)	4.45 (504)	4.37 (1118)	4.29 (218)	4.31 (2529)	4.58 (286)
that your treatment plan has what you want in it?	4.18 (3642)	4.29 (496)	4.20 (1110)	4.16 (215)	4.17 (2532)	4.39 (281)
that your treatment plan is being followed by those who assist you?	4.22 (3631)	4.30 (495)	4.20 (1111)	4.11 (214)	4.23 (2520)	4.44 (281)
that the agency staff respect your ethnic and cultural background?	4.37 (3597)	4.46 (497)	4.38 (1106)	4.30 (212)	4.36 (2491)	4.57 (285)
with the services that you receive?	4.24 (3671)	4.34 (506)	4.22 (1129)	4.16 (219)	4.25 (2542)	4.49 (287)
<b>Non-Residential Facilities Only:</b>						
that services are provided in a timely manner? (Non-Residential Only)	4.15 (2546)	4.45 (290)	-	-	4.15 (2546)	4.45 (290)
<b>Residential Facilities Only:</b>						
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.17 (217)	4.19 (1123)	4.17 (217)	- (0)	- (0)
that the environment is clean and comfortable?	4.15 (1128)	4.21 (218)	4.15 (1128)	4.21 (218)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.70 (1126)	3.74 (217)	3.70 (1126)	3.74 (217)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.76 (215)	3.79 (1123)	3.76 (215)	- (0)	- (0)
with the childcare provided by the agency?	4.30 (84)	4.40 (5)	4.30 (84)	4.40 (5)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 4.28 to 4.46.
- The ratings of the Residential Program for this region ranged from 3.74 to 4.40. The highest rated item was with the childcare provided and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this region ranged from 4.39 to 4.58. The highest rated item was with confidentiality and the lowest rated item was with the content of the treatment plan.

# Satisfaction with Quality of Life: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.74 (3659)	3.77 (497)	3.67 (1130)	3.63 (220)	3.77 (2529)	3.89 (277)
with where you live?	3.77 (3625)	3.76 (488)	3.84 (1117)	3.87 (214)	3.74 (2508)	3.67 (274)
with the amount of choices you have in your life?	3.67 (3662)	3.64 (498)	3.73 (1128)	3.63 (218)	3.64 (2534)	3.65 (280)
with the opportunities/ chances you have to make friends?	3.84 (3649)	3.86 (497)	3.94 (1122)	3.87 (218)	3.79 (2527)	3.85 (279)
with your general health care?	3.79 (3554)	3.81 (450)	3.83 (1092)	3.73 (193)	3.77 (2462)	3.88 (257)
with what you do during your free time?	3.79 (3647)	3.84 (492)	3.77 (1125)	3.78 (216)	3.79 (2522)	3.88 (276)
How safe do you feel ...						
In this facility? ( <i>Residential Only</i> )	4.35 (1130)	4.33 (221)	4.35 (1130)	4.33 (221)	- (0)	- (0)
In your home?	4.32 (3608)	4.32 (495)	4.25 (1088)	4.23 (213)	4.35 (2520)	4.39 (282)
In your neighborhood?	4.10 (3612)	4.19 (495)	3.97 (1097)	4.00 (213)	4.15 (2515)	4.34 (282)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied ... 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe ... 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in the facility (mean of 4.33) and least satisfied with the amount of choices in their lives (mean of 3.64).
- The consumers in the Residential Program were most satisfied with safety in the facility (mean of 4.33) and least satisfied with how they spend their day and the amount of choices in their lives (mean of 3.63).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.39) and least satisfied with the amount of choices in their lives (mean of 3.65).

## ADA Comparison of Gender Residential and Non-Residential Setting Combined

*There were no significant differences.*

## ADA Comparison of Race/Ethnicity Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. Only two items showed significance. The African American consumers were most satisfied with what they do during their free time. Caucasian consumers were most satisfied with safety in their neighborhood. (See Table I-1)

**Table I-1**  
**ADA Consumers - Comparison of Race/Ethnicity**

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with what you do during your free time?	3.82 (408)	4.14 (57)	4.00 (7)	3.33 (9)	2.50 (4)	- (0)	F(4,480)=3.401, p=.009
with how safe you feel in your neighborhood?	4.25 (409)	3.95 (58)	3.43 (7)	4.00 (9)	3.75 (4)	- (0)	F(4,482)=2.659, p=.032
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.							

# ADA Comparison of Age Groups

## Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The youth between 0-17 years old were most satisfied with the three significant items. (See Table I-2.)

**Table I-2**  
**ADA Consumers - Comparison of Age Groups**

How satisfied are you...	0-17	18-49	50+	Significance
with how much your staff know about how to get things done? (a)	4.48 (132)	4.21 (352)	4.14 (14)	F(2,495)=5.566, p=.004
that your treatment plan has what you want in it? (a)	4.47 (132)	4.21 (342)	4.43 (14)	F(2,485)=5.113, p=.006
with the services that you receive? (a)	4.55 (132)	4.27 (352)	4.21 (14)	F(2,495)=5.588, p=.004
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <i>Scheffe post-hoc significance at &lt; .05 or less.</i>  (a) Interaction between 0-17 Years and 18-49 Years.</p>				

# ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction items based on the current living situation of the consumer. Table I-3 presents these findings. The consumers who lived Independently were most satisfied with safety in their neighborhood. Those who lived in a Group Home setting were most satisfied with the amount of choices in their lives, their general health care, and safety in their home/agency. Those living with their Biological Parents were most satisfied with all other significant items.

Table I-3  
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a, c)	4.40 (224)	4.38 (8)	4.03 (98)	3.91 (11)	4.68 (59)	4.36 (44)	F(5,438)=5.991, p<.001
with how much your staff know about how to get things done? (a, c, d)	4.32 (226)	4.00 (8)	3.91 (98)	3.75 (12)	4.66 (59)	4.37 (43)	F(5,440)=7.861, p<.001
that staff keeps information about you and your life confidential?	4.50 (224)	4.38 (8)	4.22 (98)	4.17 (12)	4.61 (59)	4.52 (44)	F(5,439)=2.512, p=.029
that your treatment plan has what you want in it? (c)	4.28 (221)	4.25 (8)	4.05 (94)	4.09 (11)	4.59 (59)	4.43 (44)	F(5,431)=3.625, p=.003
that your treatment plan is being followed by those who assist you? (c)	4.36 (220)	4.38 (8)	4.14 (95)	3.73 (11)	4.59 (59)	4.23 (44)	F(5,431)=3.621, p=.003
that the agency staff respect your ethnic and cultural background? (a, b, c, d)	4.53 (221)	4.29 (7)	4.27 (97)	4.08 (12)	4.56 (59)	4.50 (44)	F(5,434)=2.594, p=.025
with the services that you receive? (a, b, c, d)	4.40 (225)	4.38 (8)	4.05 (99)	3.58 (12)	4.63 (59)	4.39 (44)	F(5,441)=6.364, p<.001
with how you spend your day?	3.83 (220)	4.00 (8)	3.62 (100)	3.33 (12)	4.07 (55)	3.50 (42)	F(5,431)=2.621, p=.024
with the amount of choices you have in your life?	3.79 (219)	3.88 (8)	3.58 (98)	3.00 (12)	3.59 (58)	3.30 (44)	F(5,433)=2.621, p=.024
with your general health care?	3.85 (217)	4.13 (8)	3.80 (99)	2.91 (11)	4.02 (42)	3.61 (38)	F(5,409)=2.412, p=.036
with what you do during your free time?	3.89 (218)	3.88 (8)	3.60 (100)	3.55 (11)	4.16 (55)	3.56 (41)	F(5,427)=2.797, p=.017
with how safe you feel in your home/agency?	4.42 (220)	4.75 (8)	4.16 (96)	3.44 (9)	4.32 (59)	4.25 (44)	F(5,430)=3.248, p=.007
with how safe you feel in your neighborhood? (b, d)	4.32 (220)	4.13 (8)	4.03 (95)	3.20 (10)	4.32 (59)	4.14 (44)	F(5,430)=3.740, p=.003
<i>Scheffe post-hoc significance at &lt; .05 or less.</i> (a) Interaction between Independent and RTF. (b) Interaction between Independent and Homeless. (c) Interaction between RTF and Biological Parents. (d) Interaction between Homeless and Biological Parents.							

# ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

*There were no significant differences.*

## ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. Consumers in the Residential CSTAR Women/Children program were most satisfied with the services received and with where they lived. CSTAR Women/Children Non-Residential consumers were most satisfied with all other significant items. (See Table I-4.)

**Table I-4**  
**ADA Consumers - Comparison across Programs**

How satisfied are you...	Non-Residential Programs				Residential Programs				Significance
	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	
With the staff who serve you? (b,d,f)	4.77 (22)	4.54 (85)	3.92 (12)	4.47 (169)	4.20 (10)	4.41 (49)	4.04 (48)	4.07 (107)	F(7,494)=5.751, p<.001
With how much your staff know how to get things done? (a,b,c,d,e,f,g,h)	4.77 (22)	4.51 (85)	4.09 (11)	4.44 (170)	4.20 (10)	4.46 (50)	3.81 (52)	3.92 (106)	F(7,498)=9.535, p<.001
With how staff keep things about you and your life confidential? (b,f)	4.91 (22)	4.56 (85)	4.58 (12)	4.54 (167)	4.60 (10)	4.60 (50)	4.22 (51)	4.16 (107)	F(7,496)=4.648, p<.001
That your treatment has what you want on it? (d)	4.58 (19)	4.54 (85)	4.09 (11)	4.31 (166)	4.30 (10)	4.36 (50)	4.14 (51)	4.06 (104)	F(7,488)=3.222, p=.002
That the treatment plan is being followed by those who assist you?(d,f)	4.68 (19)	4.52 (85)	3.82 (11)	4.42 (166)	4.50 (10)	4.18 (50)	4.12 (50)	4.03 (104)	F(7,487)=4.964, p<.001
That the staff respect your cultural background? (b,f)	4.86 (22)	4.56 (84)	4.27 (11)	4.56 (168)	4.60 (10)	4.51 (47)	4.30 (50)	4.18 (105)	F(7,489)=4.093, p<.001
With the services you receive? (c,d,e,f,g,h)	4.64 (22)	4.54 (85)	3.92 (12)	4.48 (168)	4.70 (10)	4.56 (50)	3.96 (52)	4.01 (107)	F(7,498)=7.893, p<.001
With how you spend your day?	4.32 (22)	3.86 (79)	3.75 (12)	3.86 (164)	3.80 (10)	3.88 (50)	3.37 (52)	3.62 (108)	F(7,489)=2.808, p=.007
With where you live?	4.41 (22)	3.43 (79)	3.50 (12)	3.70 (161)	4.50 (10)	3.96 (49)	3.90 (48)	3.76 (107)	F(7,480)=3.084, p=.003
With the amount of choices in your life?	4.40 (20)	3.40 (84)	3.42 (12)	3.70 (164)	4.10 (10)	3.67 (49)	3.54 (52)	3.62 (107)	F(7,490)=2.330, p=.024
With what you do in your free time?	4.23 (22)	3.87 (79)	3.25 (12)	3.88 (163)	3.90 (10)	4.08 (49)	3.57 (49)	3.72 (108)	F(7,484)=2.030, p=.050
With how safe you feel in your neighborhood? (e)	4.64 (22)	4.22 (85)	3.92 (12)	4.39 (163)	3.80 (10)	4.10 (49)	3.80 (50)	4.06 (104)	F(7,487)=3.610, p=.001

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

*Scheffe Post-Hoc significance at .05 or less*

- (a) Interaction between Non-residential CSTAR Women/Children and Residential CSTAR General.
- (b) Interaction between Non-residential CSTAR Women/Children and Residential GTS Adult.
- (c) Interaction between Non-residential CSTAR Child/Adolescent and Residential CSTAR General.
- (d) Interaction between Non-residential CSTAR Child/Adolescent and Residential GTS Adult.
- (e) Interaction between Non-residential GTS Adult and Residential CSTAR General.
- (f) Interaction between Non-residential GTS Adult and Residential GTS Adult.
- (g) Interaction between Residential CSTAR Child/Adolescent and Residential CSTAR General.
- (h) Interaction between Residential CSTAR Child/Adolescent and Residential GTS Adult.

## ADA Comparison Between Residential and Non-Residential

A comparison was made between those who lived in a residential setting and those who did not. The non-residential consumers were most satisfied with all significant items. (See Table I-5).

Table I-5

### ADA Consumers - Comparison between Residential and Non-Residential

How satisfied are you...	RTF		Significance
	Yes	No	
with the staff who serve you?	4.15 (214)	4.49 (288)	F(1,500)=22.665, p<.001
with how much staff know about how to get things done?	4.03 (218)	4.47 (288)	F(1,504)=37.168, p<.001
that staff keeps information about you and your life confidential?	4.29 (218)	4.58 (286)	F(1,502)=15.435, p<.001
that your treatment plan has what you want in it?	4.16 (215)	4.39 (281)	F(1,494)=9.885, p=.002
that your treatment plan is being followed by those who assist you?	4.11 (214)	4.44 (281)	F(1,493)=21.306, p<.001
that agency staff respect your ethnic and cultural background?	4.30 (212)	4.57 (285)	F(1,495)=15.427, p<.001
with the services you receive?	4.16 (219)	4.49 (287)	F(1,504)=21.341, p<.001
with how you spend your day?	3.63 (220)	3.89 (277)	F(1,495)=8.286, p=.004
with how safe you feel in your neighborhood?	4.00 (213)	4.34 (282)	F(1,493)=15.442, p<.001
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

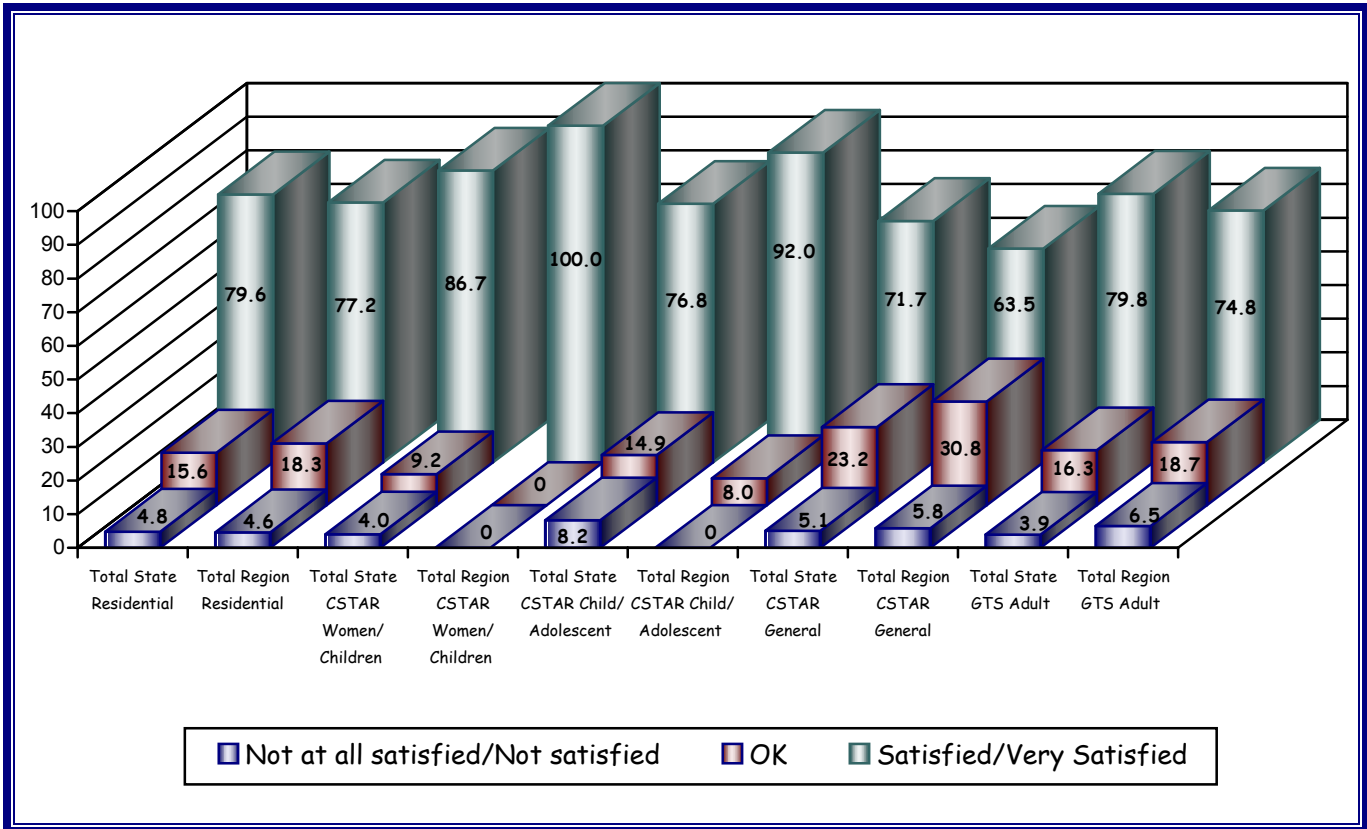
### Alcohol and Drug Abuse Services

### Southeast Region - Residential

## Demographics: Residential

		Total Served	Survey Returns				
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/Adolescent	CSTAR General	GTS Adult
<b>SEX</b>	Male	65.9%	70.1%	0%	56.3%	58.8%	88.6%
	Female	34.1%	29.9%	100.0%	43.8%	41.2%	11.4%
<b>RACE</b>	White	75.2%	78.5%	70.0%	76.6%	62.0%	87.9%
	Black	22.8%	15.9%	20.0%	19.1%	32.0%	6.5%
	Hispanic	0.4%	1.4%	10.0%	0%	4.0%	0%
	Native American	0.2%	2.3%	0%	2.1%	0%	3.7%
	Pacific Islander	0.2%	0%	0%	0%	0%	0%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.2%	0%	0%	0%	0%	0%
	Bi-Racial	0.5%	1.9%	0%	2.1%	2.0%	1.9%
	Other	0.4%	0%	0%	0%	0%	0%
	<b>MEAN AGE</b>		28.92	30.00	15.42	34.86	32.12
	0-17	18.7%	22.4%	10.0%	97.9%	0%	0%
	18-49	76.5%	75.7%	90.0%	2.1%	96.0%	98.1%
	50+	4.9%	1.9%	0%	0%	4.0%	1.9%

# Overall Satisfaction with Services: Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 79.6% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (77.2% for this region versus 79.6% for the state).
- The CSTAR Women and Children Residential Program was highly rated with 100.0% of the respondents rating themselves "satisfied" or "very satisfied" with services.

# Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women/ Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Residential Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (1122)	4.15 (214)	4.37 (175)	4.20 (10)	4.18 (193)	4.41 (49)	4.08 (95)	4.04 (48)	4.22 (659)	4.07 (107)
with how much your staff know about how to get things done?	4.13 (1124)	4.03 (218)	4.25 (175)	4.20 (10)	4.10 (192)	4.46 (50)	3.97 (100)	3.81 (52)	4.13 (657)	3.92 (106)
with how staff keep things about you and your life confidential?	4.37 (1118)	4.29 (218)	4.45 (173)	4.60 (10)	4.49 (192)	4.60 (50)	4.21 (98)	4.22 (51)	4.33 (655)	4.16 (107)
that your treatment plan has what you want in it?	4.20 (1110)	4.16 (215)	4.31 (173)	4.30 (10)	4.16 (191)	4.36 (50)	4.27 (98)	4.14 (51)	4.17 (648)	4.06 (104)
that your treatment plan is being followed by those who assist you?	4.20 (1111)	4.11 (214)	4.35 (172)	4.50 (10)	4.09 (194)	4.18 (50)	4.22 (97)	4.12 (50)	4.19 (648)	4.03 (104)
that the agency staff respect your ethnic and cultural background?	4.38 (1106)	4.30 (212)	4.52 (169)	4.60 (10)	4.36 (191)	4.51 (47)	4.25 (95)	4.30 (50)	4.37 (651)	4.18 (105)
with the services that you receive?	4.22 (1129)	4.16 (219)	4.39 (173)	4.70 (10)	4.10 (194)	4.56 (50)	4.11 (99)	3.96 (52)	4.23 (663)	4.01 (107)
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.17 (217)	4.28 (175)	4.40 (10)	4.07 (192)	4.63 (49)	4.09 (97)	4.06 (52)	4.21 (659)	3.99 (106)
that the environment is clean and comfortable?	4.15 (1128)	4.21 (218)	4.26 (176)	4.10 (10)	4.13 (192)	4.62 (50)	4.06 (98)	3.90 (51)	4.15 (662)	4.17 (107)
with opportunities for exercise and relaxation?	3.70 (1126)	3.74 (217)	3.77 (176)	4.40 (10)	3.81 (193)	4.22 (49)	3.49 (99)	3.40 (52)	3.67 (658)	3.61 (106)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.76 (215)	3.94 (174)	4.60 (10)	3.53 (189)	3.96 (45)	3.54 (99)	3.37 (52)	3.87 (661)	3.79 (108)
with the childcare provided by the agency?	4.30 (84)	4.40 (5)	4.30 (84)	4.40 (5)	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only two ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.74 to 4.40. The highest rated item was with the quality of the childcare provided and the lowest rated item was with opportunities for exercise and relaxation.
- The CSTAR Women and Children consumers were most satisfied with the services they received (mean of 4.70).

# Satisfaction with Quality of Life: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		CSTAR General Residential Consumer		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.67 (1130)	3.63 (220)	3.82 (174)	3.80 (10)	3.58 (193)	3.88 (50)	3.69 (99)	3.37 (52)	3.66 (664)	3.62 (108)
with where you live?	3.84 (1117)	3.87 (214)	4.09 (173)	4.50 (10)	3.89 (193)	3.96 (49)	3.89 (95)	3.90 (48)	3.75 (656)	3.76 (107)
with the amount of choices you have in your life?	3.73 (1128)	3.63 (218)	3.97 (174)	4.10 (10)	3.58 (193)	3.67 (49)	3.72 (99)	3.54 (52)	3.72 (662)	3.62 (107)
with the opportunities/ chances you have to make friends?	3.94 (1122)	3.87 (218)	4.20 (173)	4.00 (10)	3.92 (194)	3.96 (50)	4.05 (97)	3.92 (50)	3.86 (658)	3.79 (108)
with your general health care?	3.83 (1092)	3.73 (193)	4.07 (175)	3.90 (10)	3.93 (160)	3.76 (25)	3.74 (97)	3.69 (51)	3.76 (660)	3.73 (107)
with what you do during your free time?	3.77 (1125)	3.78 (216)	4.09 (173)	3.90 (10)	3.84 (193)	4.08 (49)	3.76 (96)	3.57 (49)	3.66 (663)	3.72 (108)
How safe do you feel . . .										
in this facility	4.35 (1130)	4.33 (221)	4.59 (176)	4.50 (10)	4.26 (194)	4.62 (50)	4.23 (99)	4.19 (52)	4.33 (661)	4.24 (109)
in your home?	4.25 (1088)	4.23 (213)	4.25 (170)	4.10 (10)	4.52 (192)	4.41 (49)	4.25 (96)	4.18 (51)	4.18 (630)	4.19 (103)
in your neighborhood?	3.97 (1097)	4.00 (213)	4.08 (172)	3.80 (10)	4.15 (192)	4.10 (49)	3.94 (95)	3.80 (50)	3.90 (638)	4.06 (104)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with how safe they feel in the facility (mean of 4.33) and least satisfied with what how they spend their day and with the amount of choices in their lives (mean of 3.63).

## ADA Comparison of Gender Residential Setting

*There were no significant differences.*

## ADA Comparison of Race/Ethnicity Residential Settings

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. Only one item showed significance. The three Hispanic consumers were most satisfied with what they do during their free time. (See Table I-1)

Table I-1  
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with what you do during your free time?	3.74 (164)	4.12 (34)	4.33 (3)	3.40 (5)	2.50 (4)	- (0)	F(4,205)=2.695, p=.032
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>							

## ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The youth between the ages of 0-17 were most satisfied with all of the significant items. See Table II-2.

Table II-2  
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with how much your staff know about how to get things done? (a)	4.46 (48)	3.91 (159)	3.50 (4)	F(2,208)=8.022 p<.001
with how staff keep things about you and your life confidential? (a)	4.63 (48)	4.21 (159)	4.50 (4)	F(2,208)=4.487 p=.012
with the services you receive? (a)	4.56 (48)	4.04 (160)	3.75 (4)	F(2,207)=5.848 p=.003
that the staff treats you with respect, courtesy, caring and kindness? (a)	4.60 (47)	4.04 (159)	4.50 (4)	F(2,207)=5.848 p=.003
that the environment is clean and comfortable? (a)	4.56 (48)	4.11 (159)	4.25 (4)	F(2,208)=4.707 p=.010
with opportunities for exercise and relaxation? (a)	4.28 (47)	3.59 (159)	3.50 (4)	F(2,207)=6.858 p=.001
with how safe you feel in your neighborhood? (a)	4.60 (48)	4.23 (162)	4.50 (4)	F(2,211)=3.865 p=.022
<i>Scheffe post-hoc significance at &lt; .05 or less.</i>				
(a) Interaction between 0-17 Years and 18-49 Years.				

## ADA Comparison of Current Living Arrangements Residential Settings

*There were no significant differences.*

# ADA Comparison across Programs

## Residential Settings

A comparison was made across the different residential programs. In general, consumers of the CSTAR Women/Children and CSTAR Child/Adolescent programs were most satisfied with the services and the quality of life items that were significant. (See Table II-3.)

**Table II-3**  
**ADA Consumers - Comparison across Programs**

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
with how much your staff know about how to get things done? (b, c)	4.20 (10)	4.46 (50)	3.81 (52)	3.92 (106)	F(3,214)=5.933 p=.001
with how staff keep things about you and your life confidential? (c)	4.60 (10)	4.60 (50)	4.22 (51)	4.16 (107)	F(3,214)=3.530 p=.016
with the services you receive? (b, c)	4.70 (10)	4.56 (50)	3.96 (52)	4.01 (107)	F(3,215)=6.921 p<.001
that the staff treats you with respect, courtesy, caring and kindness? (b, c)	4.40 (10)	4.63 (49)	4.06 (52)	3.99 (106)	F(3,213)=5.014 p=.002
that the environment is clean and comfortable? (b, c)	4.10 (10)	4.62 (50)	3.90 (51)	4.17 (107)	F(3,214)=5.550 p=.001
with the opportunities for exercise and relaxation? (b, c)	4.40 (10)	4.22 (49)	3.40 (52)	3.61 (106)	F(3,213)=6.337 p<.001
that the meals are good, nutritious and in sufficient amounts? (a)	4.60 (10)	3.96 (45)	3.37 (52)	3.79 (108)	F(3,211)=4.077 p=.008
with how safe you feel in this facility?	4.50 (10)	4.62 (50)	4.19 (52)	4.24 (109)	F(3,217)=3.161 p=.026
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe post-hoc significance at &lt; .05 or less.</i>            (a) Interaction between CSTAR Women/Children and CSTAR General.            (b) Interaction between CSTAR Child/Adolescent and CSTAR General.            (c) Interaction between CSTAR Child/Adolescent and GTS Adult.</p>					

# DMH Satisfaction Survey Results

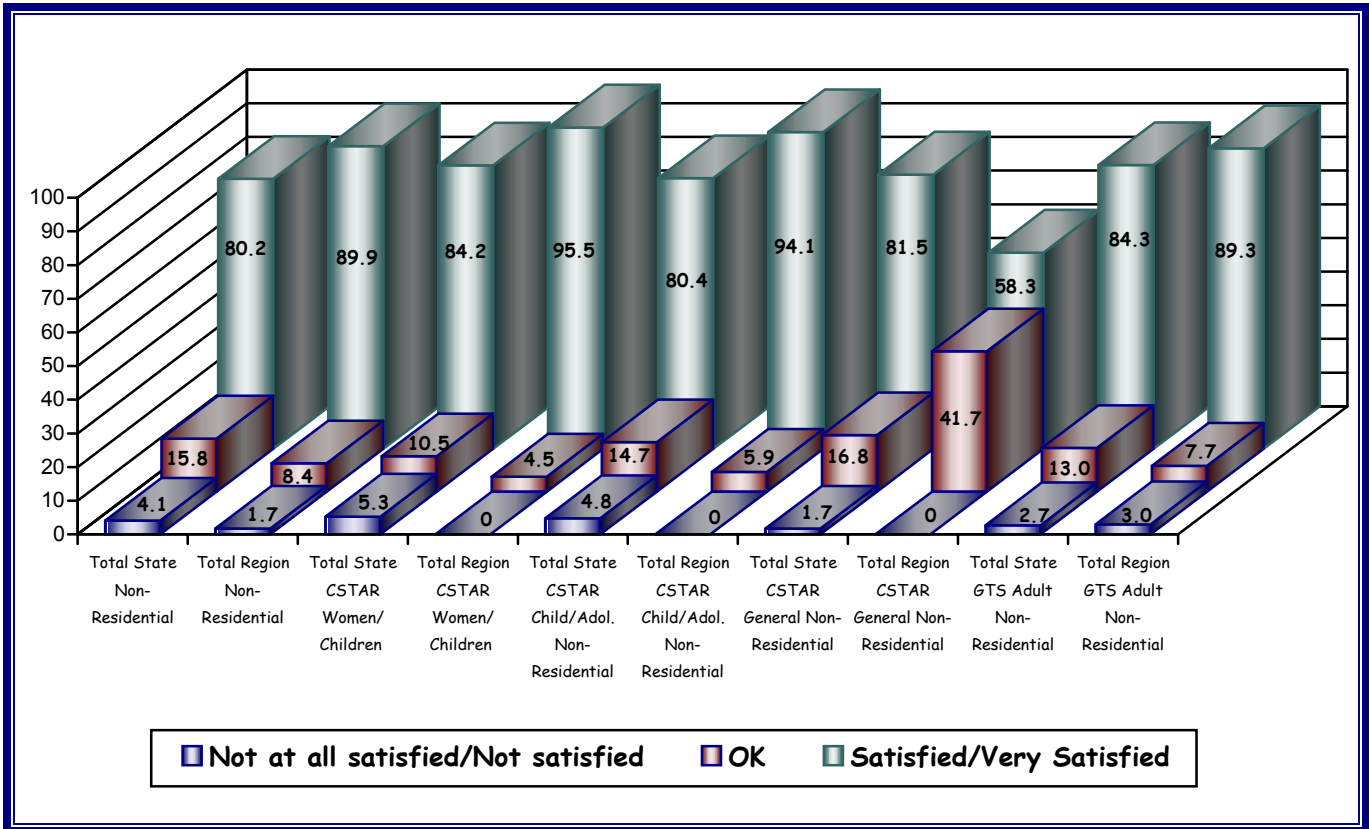
## Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services  
Southeast Region - Non-Residential

### Demographics: Non-Residential

		Total Served	Survey Returns				
		State	Total Consumers Non-Residential	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult
<b>Sex</b>	Male	62.9%	66.0%	0%	61.2%	53.8%	77.6%
	Female	37.1%	34.0%	100.0%	38.8%	46.2%	22.4%
<b>Race</b>	White	69.0%	88.4%	95.5%	84.7%	100.0%	88.5%
	Black	29.1%	8.8%	4.5%	14.1%	0%	7.5%
	Hispanic	0.5%	1.4%	0%	1.2%	0%	1.7%
	Native American	0.4%	1.4%	0%	0%	0%	2.3%
	Pacific Islander	0.2%	0%	0%	0%	0%	0%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.2%	0%	0%	0%	0%	0%
	Bi-Racial	0.3%	0%	0%	0%	0%	0%
	Other	0.5%	0%	0%	0%	0%	0%
	<b>Mean Age</b>		27.60	29.55	15.13	38.17	32.69
	0-17	11.2%	28.9%	0%	100.0%	0%	0%
	18-49	82.3%	67.7%	100.0%	0%	75.0%	96.0%
	50+	6.5%	3.4%	0%	0%	25.0%	4.0%

## Satisfaction with Services: Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (89.9% for this region versus 80.2% for the state).
- The CSTAR Women/Children Program was rated highly in this region with 95.5% "satisfied" or "very satisfied."

# Satisfaction with Services: Non-Residential

How satisfied are you ...	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.27 (2549)	4.49 (288)	4.38 (324)	4.77 (22)	4.21 (414)	4.54 (85)	4.33 (358)	3.92 (12)	4.37 (1034)	4.47 (169)
with how much your staff know about how to get things done?	4.18 (2542)	4.47 (288)	4.26 (322)	4.77 (22)	4.13 (414)	4.51 (85)	4.23 (356)	4.09 (11)	4.30 (1036)	4.44 (170)
with how staff keep things about you and your life confidential?	4.31 (2529)	4.58 (286)	4.40 (320)	4.91 (22)	4.37 (411)	4.56 (85)	4.32 (355)	4.58 (12)	4.43 (1029)	4.54 (167)
that your treatment plan has what you want in it?	4.17 (2532)	4.39 (281)	4.32 (317)	4.58 (19)	4.17 (414)	4.54 (85)	4.23 (354)	4.09 (11)	4.23 (1026)	4.31 (166)
that your treatment plan is being followed by those who assist you?	4.23 (2520)	4.44 (281)	4.38 (317)	4.68 (19)	4.19 (413)	4.52 (85)	4.31 (355)	3.82 (11)	4.31 (1021)	4.42 (166)
that the agency staff respect your ethnic and cultural background?	4.36 (2491)	4.57 (285)	4.50 (315)	4.86 (22)	4.42 (407)	4.56 (84)	4.41 (353)	4.27 (11)	4.43 (1005)	4.56 (168)
with the services that you receive?	4.25 (2542)	4.49 (287)	4.37 (321)	4.64 (22)	4.21 (414)	4.54 (85)	4.31 (357)	3.92 (12)	4.37 (1035)	4.48 (168)
that services are provided in a timely manner?	4.15 (2546)	4.45 (290)	4.27 (320)	4.68 (22)	4.12 (410)	4.45 (85)	4.16 (359)	4.00 (13)	4.32 (1038)	4.46 (170)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 4.39 to 4.58. The highest rated item was with confidentiality and the lowest rated item was with the content of the treatment plan.
- The CSTAR Women/Children Non-Residential consumers were most satisfied with the services they received.

# Satisfaction with Quality of Life: Non-Residential

How satisfied are you ...	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.77 (2529)	3.89 (277)	3.90 (324)	4.32 (22)	3.67 (406)	3.86 (79)	3.98 (356)	3.75 (12)	3.78 (1030)	3.86 (164)
with where you live?	3.74 (2508)	3.67 (274)	3.89 (323)	4.41 (22)	3.62 (400)	3.43 (79)	3.82 (352)	3.50 (12)	3.75 (1025)	3.70 (161)
with the amount of choices you have in your life?	3.64 (2534)	3.65 (280)	3.85 (323)	4.40 (20)	3.45 (410)	3.40 (84)	3.79 (355)	3.42 (12)	3.67 (1030)	3.70 (164)
with the opportunities/chances you have to make friends?	3.79 (2527)	3.85 (279)	4.03 (320)	4.38 (21)	3.78 (412)	3.81 (84)	3.89 (354)	3.58 (12)	3.79 (1030)	3.83 (162)
with your general health care?	3.77 (2462)	3.88 (257)	3.90 (322)	4.27 (22)	3.87 (355)	3.98 (62)	3.84 (351)	3.67 (12)	3.81 (1023)	3.80 (161)
with what you do during your free time?	3.79 (2522)	3.88 (276)	3.96 (320)	4.23 (22)	3.82 (406)	3.87 (79)	3.85 (356)	3.25 (12)	3.79 (1029)	3.88 (163)
How safe do you feel...										
in your home?	4.35 (2520)	4.39 (282)	4.36 (316)	4.73 (22)	4.37 (412)	4.19 (85)	4.38 (359)	4.25 (12)	4.38 (1024)	4.45 (163)
in your neighborhood?	4.15 (2515)	4.34 (282)	4.16 (314)	4.64 (22)	4.26 (409)	4.22 (85)	4.20 (357)	3.92 (12)	4.19 (1028)	4.39 (163)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with how safe they feel in their home (mean of 4.39) and least satisfied with the amount of choices they have in their lives (mean of 3.65).

## ADA Comparison of Gender Non-Residential Setting

*There were no significant items.*

## ADA Comparison of Race/Ethnicity Non-Residential Settings

*There were no significant items.*

## ADA Comparison of Age Groups Non-Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The 18-49 year olds were most satisfied with safety in their home/agency. The older adults aged 50+ were most satisfied with the amount of choices they have in their lives. (See Table III-1.)

Table III-1  
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the amount of choices you have in your life?	3.42 (83)	3.73 (187)	4.22 (9)	F(2,276)=3.396, p=.035
with how safe you feel in your home/agency? (a)	4.18 (84)	4.47 (188)	4.44 (9)	F(2,278)=3.219, p=.042
<i>Scheffe post-hoc significance at &lt; .05 or less.</i>				
(a) Interaction between 0-17 Years and 18-49 Years.				

# ADA Comparison of Current Living Arrangements Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers who received intervention in non-residential settings. Table III-2 presents these findings. Only four items showed significance. Consumers living with their biological parents were most satisfied that their treatment plan was followed. The four consumers living in a Group Home setting were most satisfied with all other significant items.

Table III-2  
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with how much your staff know about how to get things done? (a)	4.47 (165)	4.75 (4)	4.05 (22)	- (0)	4.66 (58)	4.35 (37)	F(4,281)=3.300, p=.012
that your treatment plan is being followed by those who assist you?	4.48 (161)	4.50 (4)	4.10 (20)	- (0)	4.59 (58)	4.24 (37)	F(4,275)=2.433, p=.048
with how you spend your day?	3.92 (160)	4.50 (4)	3.91 (22)	- (0)	4.09 (54)	3.46 (35)	F(4,270)=2.591, p=.037
with what you do during your free time? (b)	3.91 (159)	4.25 (4)	3.64 (22)	- (0)	4.15 (54)	3.46 (35)	F(4,269)=2.897, p=.023
<i>Scheffe post-hoc significance at &lt; .05 or less.</i> (a) Interaction between RTF and Biological Parents. (b) Interaction between Biological Parents and Other.							

# ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

*There were no significant items.*

## ADA Comparison across Programs Non-Residential Settings

A comparison was made across the different non-residential programs. The CSTAR Women/Children consumers were most satisfied with all significant items. (See Table III-3.)

Table III-3  
ADA Consumers - Comparison across Programs

How satisfied are you...?	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Significance
with the staff who serve you? (b, c)	4.77 (22)	4.54 (85)	3.92 (12)	4.47 (169)	F(3,284)=4.009, p=.008
that your treatment plan has what you want in it?	4.58 (19)	4.54 (85)	4.09 (11)	4.31 (166)	F(3,277)=2.806, p=.040
that your treatment plan is being followed by those who assist you? (b, c)	4.68 (19)	4.52 (85)	3.82 (11)	4.42 (166)	F(3,277)=3.725, p=.012
with the services that you receive? (c)	4.64 (22)	4.54 (85)	3.92 (12)	4.48 (168)	F(3,283)=3.022, p=.030
with where you live? (a)	4.41 (22)	3.43 (79)	3.50 (12)	3.70 (161)	F(3,270)=3.867, p=.010
with the amount of choices you have in your life? (a)	4.40 (20)	3.40 (84)	3.42 (12)	3.70 (164)	F(3,276)=4.751, p=.003
with how safe you feel in your home/agency?	4.73 (22)	4.19 (85)	4.25 (12)	4.45 (163)	F(3,278)=2.917, p=.035
<i>Scheffe post-hoc significance at &lt; .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent. (b) Interaction between CSTAR Women/Children and CSTAR General. (c) Interaction between CSTAR Child/Adolescent and CSTAR General.					